Washington Health Benefit Exchange
Navigator Program Technical Advisory Committee

September 27, 2012
2-3:30pm

Health Benefit Exchange
Teleconference Only
1-888-850-4523; Participant Passcode: 792767

ID	Topic	Facilitator	Time
1.	Welcome and introductions	Kelly Boston	2:00
2.	Exchange updates and meeting notes/action items review	Kelly Boston	2:05
3.	Discuss the Exchange staff structure for the Navigator program	Kelly Boston	2:15
4.	Discuss In-Person Assisters	Kelly Boston	2:30
5.	Adopt Navigator guiding principles draft document	All TAC Members	3:00
6.	Next steps and adjourn	Kelly Boston	3:25

The Navigator Program TAC will consider all matters on the agenda plus any items that may normally come before them.

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Materials posted at: http://www.hca.wa.gov/hcr/exchange/ntac.html

ID	Notes	Action Items
1.	Kelly Boston conducted a roll call of members. All TAC members were present included Devon Love, Lara Welker, Michelle Sarju, Pam Cowley, Rhonda Hauff, Sofia Aragon, Vicki Lowe, and John Hamje. Kelly noted the change to the agenda to move the discussion about the guiding principles to be the last item for discussion.	
2.	Kelly introduced the work on the Navigator program to be done by Wakely Consulting. She explained the following scope of work: • Development of the selection and compensation structure, qualifications, certification and the ongoing program funding. • Consultation with and presentations to the Navigator TAC. • Development of a letter of interest.	➢ Kathie Mazza from Wakely Consulting will reach out to members of the TAC. ➢ Kelly will send outline of Wakely's work and timeline to TAC.
3.	Kelly described the organizational structure of the Navigator program. She noted the following key staff: • Michael Marchand: Communications Director • Kelly Boston: Navigator Manager • Navigator Specialist - Training: TBD • Communications Associate: Nelly Kinsella	
4.	Kelly briefed the TAC on the In-Person Assisters program. She referred to the guidance provided in the CCIIO blueprint and ACA. She noted that it would be a separate program from the Navigator Program and that Assisters could be funded by Establishment grant dollars. The Exchange envisions In-Person Assisters to fill a need for consumer help during the initial open enrollment period in 2013. The Blueprint does not provide details on this new role, except to note that In-Person Assistors would have to at least meet conflict of interest requirements and receive training to ensure they can effectively advise consumers on public and private coverage options. Kelly noted that the Exchange is awaiting Federal guidance on this program. • Rhonda noted her excitement about the In-Person Assisters program in that it could enable the Exchange to have more time to develop the Navigator program.	➢ Kelly will pass on any new information about the In-Person Assisters program as it becomes available.
5.	Kelly reviewed the background on the guiding principles. She noted that several iterations have been made and thanked the TAC for their contributing work to the document. She reviewed that the changes made to the document were to areas which were out of scope to the Navigator program. Kelly described her effort to keep the document within the responsibilities of the TAC. • Devon commented that she forwarded a letter to the TAC from the Health Coalition for Children and Youth. This letter reviews HCCY's recommendation for essential components of community assistance including the promotion of equity and health care	➢ Kelly will revise the NTAC guiding principles for adoption at the 10/19/12 meeting.

ID	Notes	Action Items

	homes.
	• Pam asked why health equity is not being considered to be a guiding principle for the TAC.
	    • Michael responded that the TAC's purpose is to provide technical guidance to staff and the Board. Michael noted that the guiding principles for the TAC must be within the framework that the Board established. He referred to the Exchange Board objectives:
	        ▪ Increase access to affordable health plans
	        ▪ Organize a transparent and accountable insurance market – to facilitate consumer choice
	        ▪ Provide an efficient, accurate and customer-friendly eligibility determination
	        ▪ Enhance health plan competition on value – price, access, quality, services and innovation
	• Sofia noted that the intent is for Navigators to think about equity in their work.
	• Lara suggested that equity be added as a bullet point under objective #2, community and consumer trust.
	• Sofia also recommended that community integration be added to objective #6, seamlessness.
	• Pam asked whether the guiding principles would be shown to the Advisory Committee and then to the Board.
	    • Michael confirmed that staff would share them.	

6.	Kelly noted upcoming meetings of the Advisory Committee, Consumer Workgroup and Exchange Board available at http://www.hca.wa.gov/hcr/exchange/meetings.html.	